

Addendum to Remedy Implementation

Please confirm that MnDOR is looking to bring on both a Technical Analyst and a Developer? **No, only one from either category**

The SOW states that vendors are to only submit two resumes, is that in total or can vendors submit two resumes per skill set? **Total**

Please confirm that this SOW does not list any "Required" skills, only "Preferred" and "Desired" skills? **Yes**

Please confirm what this SOW requires is a "Skills Matrix" listing all the years of experience which the vendor submitted resource(s) has with all the "Preferred" and "Desired" skills? **Yes**

Will "Preferred" and "Desired" skills be evaluated for each separate resumes submitted or will vendor submitted resumes be evaluated together as a team? **Separate**

Please confirm that a MnDOR Project Manager will be responsible for directing the selected vendor's resource(s) work tasks/assignments? **Yes**

Does MnDOR have a pre-determined/allocated budget (either hourly billing rate or total project cost) for these positions? **Yes**

If yes, can you please share the budgeted amount? **No**

Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based on MnDOR approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables? **Hourly rate**

For both positions listed/requested in the SOW, can MnDOR please confirm if anticipated utilization of all selected resources will be 40 hours per week, for the life of the contract (excluding State holidays)? **40 hours, only 1 position**

If no, will MnDOR share the anticipated weekly utilization for each position?

Please confirm MnDOR will provide selected resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW. **Yes**

What is the anticipated daily work schedule for selected vendor resource(s) (8AM - 5PM, Monday thru Friday)? **To be mutually agreed to between project manager and selected contractor**

Will selected vendor resource(s) be required to perform off-hours, on-call support work? No

Is there any expected travel needed of the selected vendor resource(s) to perform the duties outlined in this SOW? No

Does MnDOR intend to award all requested positions in this SOW to one vendor, or will does DnDOR anticipate making multiple awards to more than one vendor?
Only one position, only one vendor

Is there an incumbent vendor who has previously been providing these services to MnDOR? No

Will you consider out of state candidates? They could interview via phone and/or Skype? Yes. They must perform the work on site if selected.

Will prior migration experience be an asset for this role? Yes.

What modules of Remedy OnDemand are you planning to implement/investigate? All modules will be investigated and validated.

Who or what roles will DOR have on the project as part of the team responsible for this project?

DOR is the owner of this project and will manage this project. The project will need to be consistent with the direction of the Enterprise implementation of Remedy.

Will there be other stakeholders represented on the team besides DOR and the vendor team members selected?

Yes, the investigation will report and coordinate its efforts with the Office of Enterprise Technology and other agencies.